

The logo for the State of Connecticut Job Posting. It features the words "State of Connecticut" in a blue, serif font, with "JOB POSTING" in a larger, bold, blue, serif font below it. The text is centered within a white rectangular box with a thin yellow border.

**DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
INFORMATION TECHNOLOGY ANALYST 2
UNIFIED COMMUNICATIONS DIVISION**

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Open to candidates on a current examination list

Location: 55 Farmington Avenue, Hartford, CT

Job Posting No. 3893A

Hours: 35 Hour Work Week

Salary: \$72,762 (EU28/1)

Closing Date: October 30, 2014

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Analyst 2 exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

The Department of Administrative Services is seeking a results-oriented team player with good leadership, communication and interpersonal skills for an IT Technical Analyst 2 position assigned to the Bureau of Enterprise Systems and Technology/Unified Communications Division in Hartford.

Duties and Responsibilities include:

- This position is responsible for establishing and maintaining the infrastructure performance by building configurations and connectivity; troubleshoot LAN, video conferencing and VoIP related problems.
- Assist with the planning, configuration, design and installation of VoIP LAN environment, develop system configuration; documentation and monitor implantation.
- Configure and install LAN/VoIP related equipment such as - switches, gateways, servers, Video MCU, routers - while establishing connections and integrations between applications and other systems.
- Maximizes/maintains network performance by monitoring; troubleshooting network problems and outages; scheduling upgrades.
- Secures VoIP network system by establishing and enforcing policies; defining and monitoring access.
- Documents telephone network by labeling and routing equipment and cables; recording configuration diagrams and specifications.
- Support and configuration of Avaya, Cisco and desktop-to-desktop Video Conferencing equipment and software.
- Provide support for Audio Visual equipment related to UC projects.
- Reporting network operational status by gathering, prioritizing and documenting information.

Preferred Skills:

- Strong knowledge of local area networks with VoIP.
- Hands-on experience with configuring VoIP clients – softphone, mobile and telephone sets.
- Hands-on experience configuring and supporting LAN environments.
- Experience with deployment of unified communications applications - including instant messaging, presence and video clients.
- Experience with deployment and support of video conferencing solutions – including premises-based, desktop and mobile clients.
- The ability to create and maintain technical documentation using Microsoft Office applications – including Visio.

Required Skills:

- VoIP communication and system architecture.
- Configure and maintain LAN equipment (Cisco and Extreme Networks).
- Foundational knowledge of networking – including design and implementation.
- Ability to coordinate multiple projects simultaneously.
- Avaya equipment experience.
- Demonstrated ability to author network and system documentation.

Knowledge, Skills, and Abilities:

Considerable knowledge of IT equipment and diagnostic tools; considerable knowledge of principles and techniques of systems analysis, design, development and programming; considerable knowledge of principles of information systems; considerable knowledge of principles and theories of business and planning functions; considerable knowledge of programming languages; considerable knowledge of capabilities of computer technology; knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; knowledge of principles and techniques of software generation and programming; knowledge of practices and issues of systems' security and disaster recovery; knowledge of computer operating systems; knowledge of project management principles and techniques; knowledge of principles and techniques of business information systems re-engineering; considerable technical problem solving skills; considerable logic and analytical skills; considerable oral and written communication skills; considerable problem solving skills; interpersonal skills; project coordination skills; considerable ability to analyze, troubleshoot and resolve data communications problems; considerable ability to write, test and debug computer programs; considerable ability to use programming development tools; considerable ability to prepare manuals, reports, documentation and other written materials; considerable ability to identify, analyze and resolve complex business and technical problems; ability to analyze and debug complex software programs.

General Experience:

Six (6) years of experience in information technology (IT) operations, programming, systems/software development or another IT related support area.

Special Experience:

One (1) year of the General Experience must have been performing professional information technology work in one of the following areas:

1. Installation and support of microcomputer hardware, software and operating systems.
2. Analysis, design and development of information systems.
3. Network hardware and software installation and support.
4. Network hardware and/or software problem diagnosis and resolution.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 1.

Substitutions Allowed:

1. College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equalling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in management information systems, computer science or electrical engineering may be substituted for one (1) additional year of the General Experience.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, a State Application (HR-12), and the last two service ratings to:

DEPARTMENT OF ADMINISTRATIVE SERVICES
ATTENTION: LORRAINE VITTNER
55 Farmington Avenue
Hartford, CT 06105
Fax# (860) 622-2617
lorraine.vittner@ct.gov

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.